

Rumpke began delivering carts Jan. 4!

You should be receiving your waste and recycling carts in the next few weeks. Here is some important information to know about your Rumpke carts.

FREQUENTLY ASKED QUESTIONS

Q: When will I receive my cart?

A: Rumpke began delivering carts on January 4. Carts will be delivered over the next few weeks, prior to the service start date of February 1, 2021.

Q: How can I get an additional cart?

A: If you are interested in renting additional carts, the cost is \$3 per cart (waste or recycling, any size). Contact Rumpke at 1.800.828.8171 to rent additional carts.

Q: When can I start using my Rumpke carts?

A: Rumpke carts should not be used until February 1, 2021.

Q: Something is wrong with the lid of my cart. What do I do?

A: The lids might not fit upon delivery, but that's part of the process. The lids will settle over time and fit the carts properly as they settle.

Q: What is the cost to switch out containers for a different size?

A: During the initial cart rollout program, Rumpke will switch your cart for a different size free of charge. Any additional cart size switches after May 3, 2021 would incur a \$20 service fee.

Q: What do I do with the current service provider's cart?

A: The current service provider will begin removing carts on January 25, 2021, and it will take four weeks to remove carts from all City of Parma households. Please do not fill your Republic Services carts after your last January collection and keep your carts on your tree lawns for removal.



www.rumpke.com | 1-800-828-8171

